

ALANDIA INSURANCE

WHAT TO DO IN CASE OF A CLAIM

15.01.2019



What to do in case of a claim?

IN ORDER TO FACILITATE THE SETTLEMENT OF CLAIMS THE INSURED IS ADVISED AS FOLLOWS:

In the event of a claim, or incident likely to give rise to a claim:

1. Immediately report a 'First Notice of Loss' at your account page on the platform where the coverage has been bought or via <https://claim.insuremytrans.tech>.
2. Look up the specific order of the shipment for which you want to report a 'First Notice of Loss' and click in the order on the 'First Notice of Loss' button.
3. Follow the instructions and please prepare attachments of the documentation listed here below.
4. The First Notice of Loss will be automatically sent to the appropriate claims representative(s) at Alandia Insurance.

LIABILITY OF CARRIERS BAILEES OR OTHER THIRD PARTIES

It is the duty of the Assured and their Agents, in all cases, to take such measures as may be reasonable for the purpose of averting or minimising a loss and to ensure that all rights against Carriers, Bailees or other third parties are properly preserved and exercised. In particular the Assured or their Agents are required:

1. To claim immediately on the Carrier, Port Authorities or other Bailees for any missing packages. You may use following form: [Claim notification to Transport Company](#)
2. To apply immediately for survey by Carriers' or other Bailees' Representatives if any loss or damage be apparent and claim on the Carriers or other Bailees for any actual loss or damage found at such survey.
3. When delivery is made by Container, to ensure that the Container and its seals are examined immediately by their responsible official. If the Container is delivered damaged or with seals broken or missing or or with seals other than stated in the shipping documents, to clause the delivery receipt accordingly and retain all defective or irregular seals for subsequent identification.
4. In no circumstances, except under written protest, to give clean receipt where goods are in doubtful condition.

5. To give notice in writing to the Carriers or Bailees within 3 days of delivery if the loss or damage was not apparent at the time of taking delivery.

NOTE - The Consignees or their Agents are recommended to make themselves familiar with the Regulations of the Port Authorities at the port of discharge.

DOCUMENTATION OF CLAIMS

To enable claims to be dealt with promptly, the Assured or their Agents are advised to submit all supporting documents without delay, including when applicable:

1. Original policy or certificate of insurance.
2. Original or copy shipping invoices, together with shipping specification and/or weight notes.
3. Original Bill of Lading and/or other contract of carriage.
4. Survey report or other documentary evidence to show the extent of the loss or damage.
5. Landing account and weight notes at final destination.
6. Correspondence exchanged with the Carriers and other Parties regarding their liability for the loss or damage.

DIRECTIONS FOR KEEPING IN FORCE THIS POLICY WHEN THE TRANSIT IS DELAYED OR INTERRUPTED BY THE ASSURED.

If after discharge of the goods at the port of destination the Assured by his action or failure to take action

1. delays the forwarding or
2. causes the goods to be stored at any place short of consignees' or other final warehouse or place of storage at the destination named in the policy the ordinary course of transit is thereby interrupted. Consequently, the insurance is terminated.

Subject to prompt notice being given to Underwriters before such termination of the insurance and subject to the agreement of Underwriters the insurance may be extended to cover such delay or storage at an additional premium to be agreed. The notice to Underwriters should be given by e-mail to transport@alandia.com.

EMERGENCY CONTACT TELEPHONE (24 hrs)

+46 (0)8 505 884 89

Alandia Försäkring

Address: Vendevägen 85B, Plan 6, 18291 Danderyd,

Sweden Telephone: +46 (0)8 630 02 45

Emergency contact telephone (24 hrs):

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E-mail: stockholm@alandia.se

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